

Wisconsin Legislature – Legislative Technology Services Bureau

Position Title: Technical Services Analyst
Location: 17 W. Main Street, Suite 200, Madison WI
Schedule: Full Time

Introduction

The Legislative Technology Services Bureau (LTSB) provides leading-edge information technology services and support to the Wisconsin Legislature. LTSB is a nonpartisan legislative service agency located on the Capitol Square in downtown Madison, Wisconsin. We provide a fast-paced and cooperative atmosphere with many opportunities for professional growth.

The LTSB is accepting applications to recruit a skilled and enthusiastic professional for the position of *Technical Services Analyst* on its Technical Services Unit located in Madison, Wisconsin. Salary is dependent on experience and qualifications.

Position Description

The Technical Services Analyst serves as the front line technical support for all Legislative users and is a member of the Technical Services Team. The responsibilities of this position include the configuration, installation, upgrade and support of all LTSB standard hardware and software platforms in which the Wisconsin Legislature and its service agencies operate. This includes all Senate and Assembly Legislative offices in the State Capitol, as well as the Legislative Council, Legislative Fiscal Bureau, Legislative Reference Bureau, and Legislative Audit Bureau offices.

Technical Services Analyst position hours are typically 8 AM to 5 PM Monday through Friday, with possible coverage beginning at 7 AM and/or ending at 6 PM. The analyst also participates in an on-call rotation for providing after-hours support. Late evening hours may be required when the Legislature is in session.

Position Requirements

Candidates should first and foremost possess excellent customer service and troubleshooting skills, which includes a focus on critical thinking in a technical environment while demonstrating exceptional communication ability (both written and verbal). Candidates must exhibit great attention to detail, and show a proactive approach to both team duties and independent projects. Candidates must possess general knowledge of network topologies, remote access, security, active directory and group policy. Candidates should show initiative, resourcefulness, the desire to increase technical knowledge and the ability to effectively apply knowledge learned.

Candidates must be willing and able to function in a nonpartisan environment, and perform accurately and in a professional manner under pressure, including meeting deadlines and working in a highly public setting.

Candidates must be able to lift, deliver and set up computers, monitors, printers and the associated cables and accessories in an office setting.

Knowledge/Experience

Candidates should have formal education in computer science or related field, professional experience or a combination of education, experience and certifications to effectively execute duties upon hire.

Ideal skills include, but are not limited to, an expert level of knowledge with:

- Microsoft Windows 7, Office 2013
- ITSM application utilization
- Workstation and laptop configuration, installation and support
- Printer and scanner configuration, installation and support

Additionally, some desired areas of knowledge and ability include:

- HTML/Web Publishing/CMS services
- Mobile-device support
- Presentation and instruction skills
- Data manipulation (parsing/concatenation/etc.)
- A+, NET+, MCP certification

How to Apply

Please send your resume and cover letter to LTSBHR@legis.wisconsin.gov no later than **Friday July 24, 2015**